

Knowledge Management for the JRC

Basic Concepts – Requirements - Tools

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Document & Content

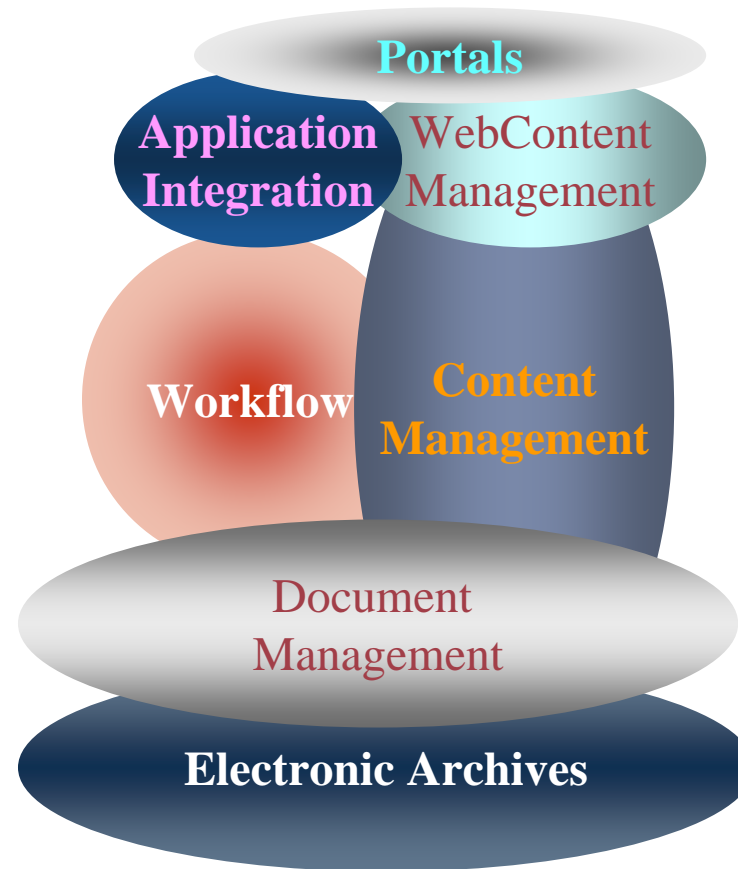
Content

- ▀ Authored, but not necessarily structured, information object -> information itself
- ▀ Independent of a publishing medium

Document

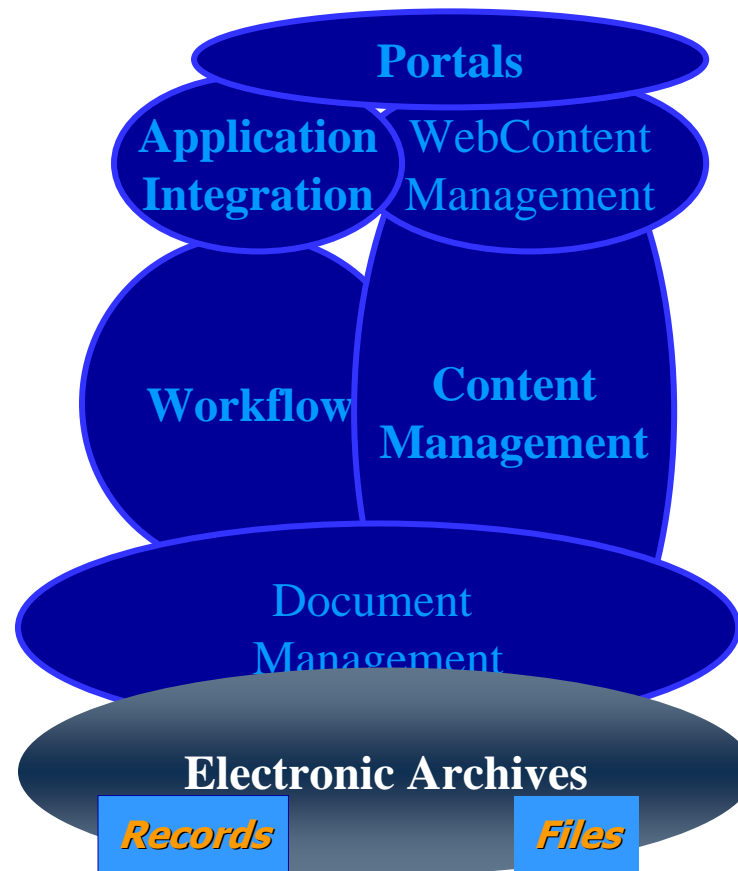
- ▀ Content with added representation at a given time
- ▀ Representation of one or many content pieces
(cf. Address, Sum of Values, Date, ..)

Functional Overview



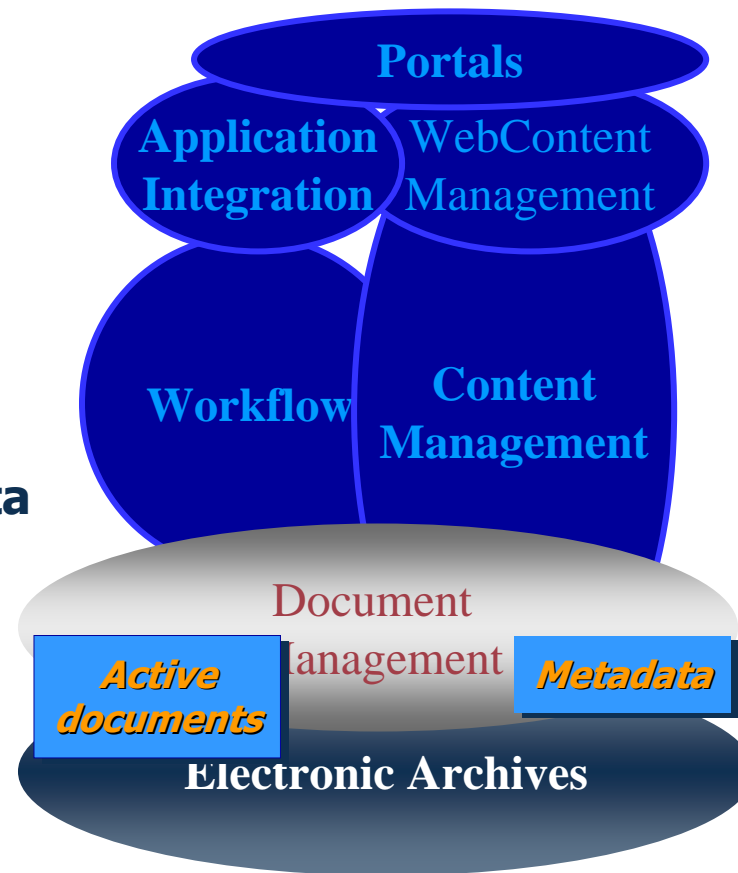
Electronic Archives

Long-term Storage
of *passive* Documents
& Files



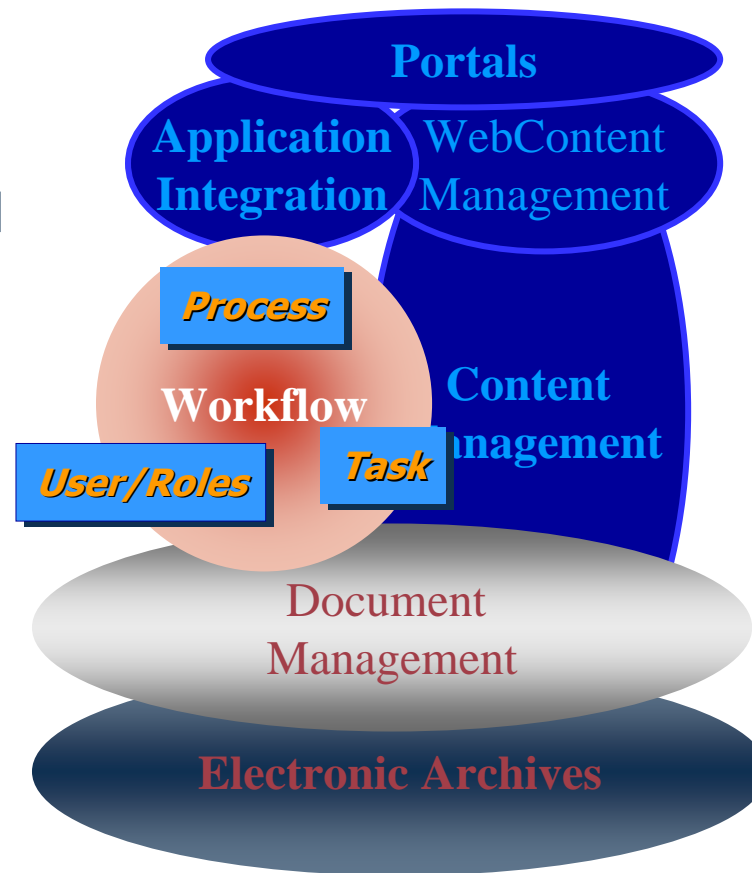
Document Management

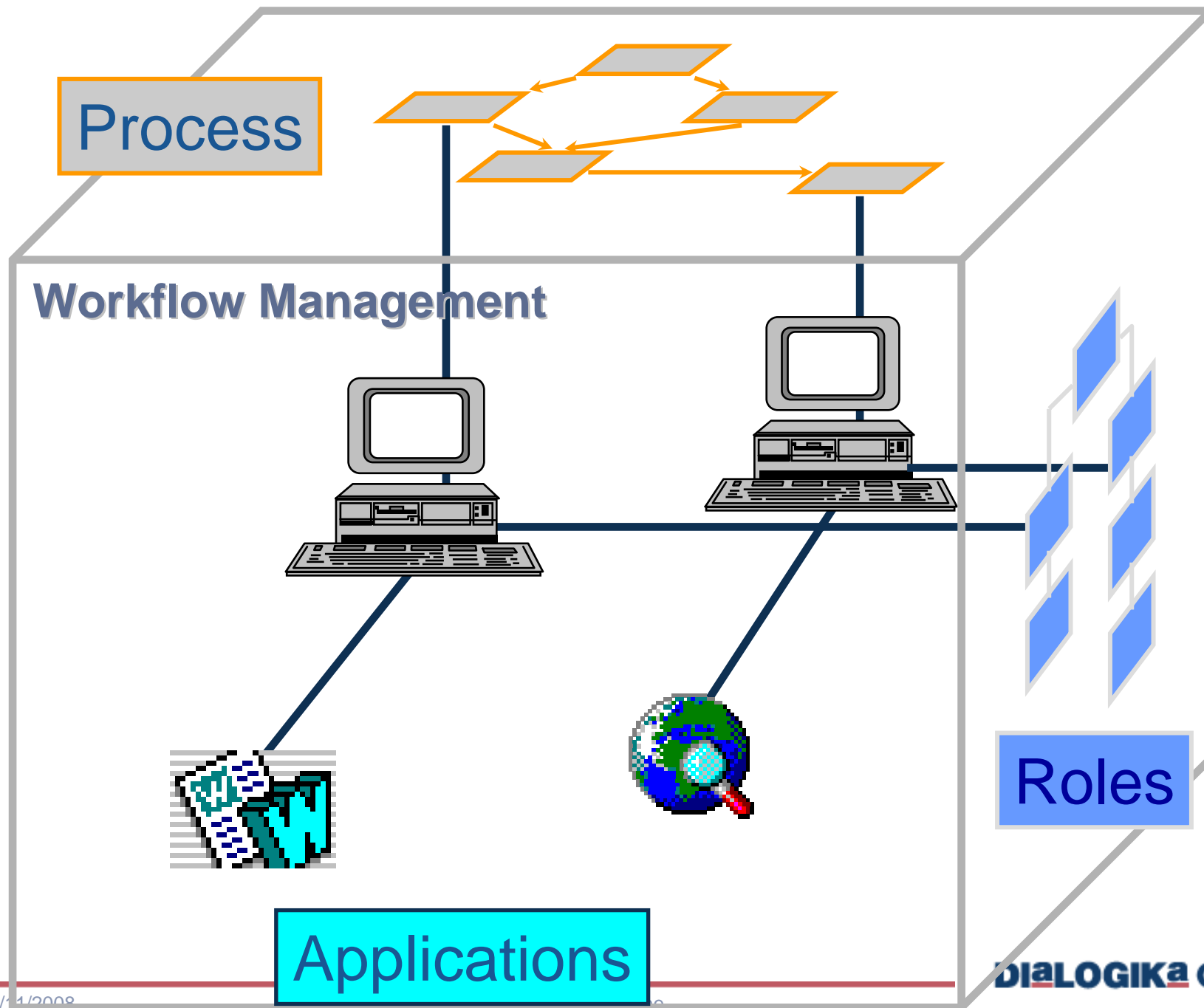
**DMS = Content + Metadata
+ Representation**



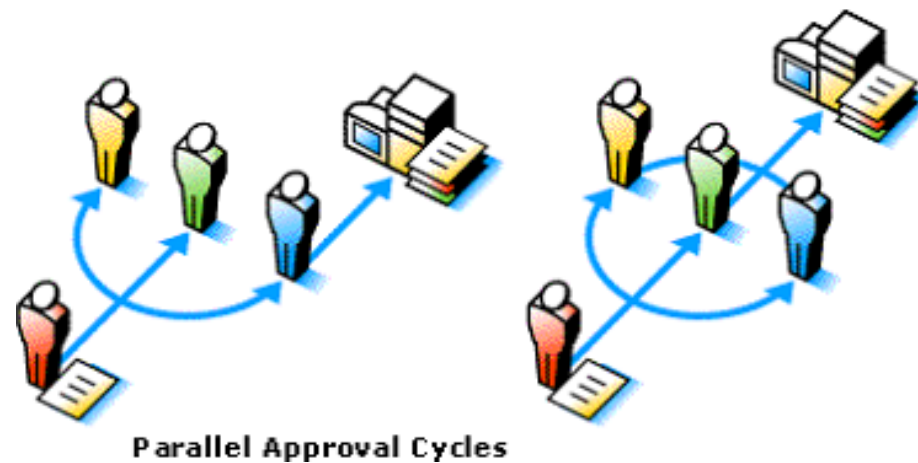
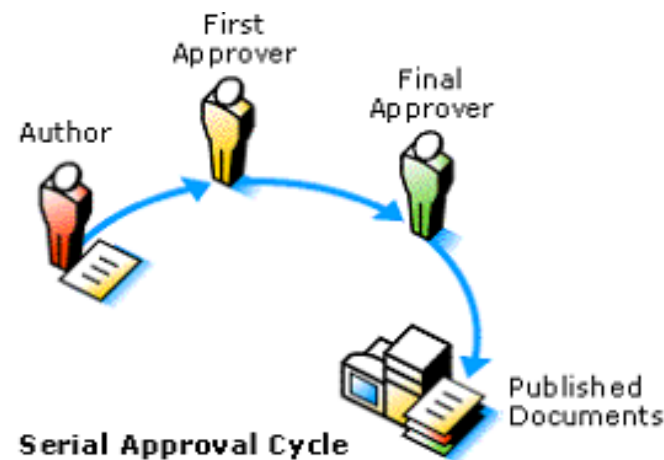
Workflow Management

WFM coordinates and automates work, and ensures that users perform and complete tasks assigned to them





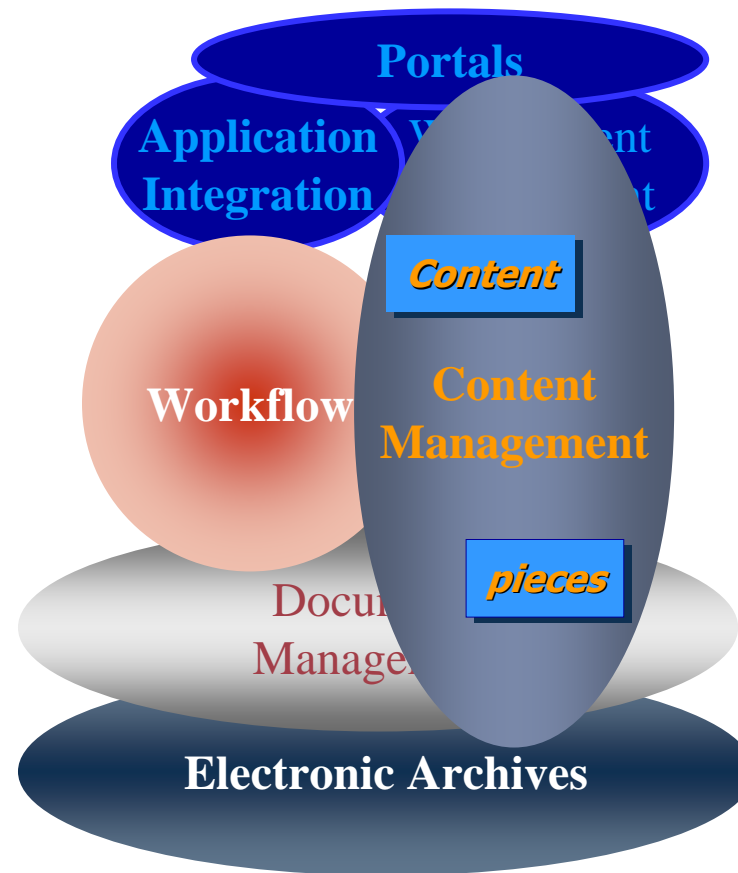
Usual Document Flows



Content Management

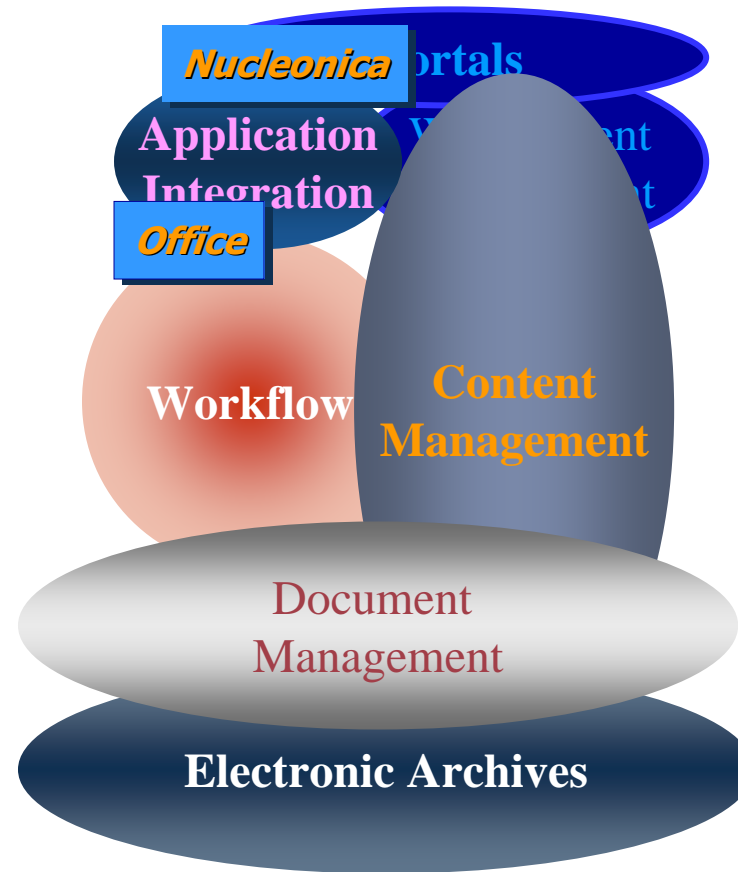
CMS manages pieces of information (content) regardless of their publishing medium

Managing of content is a business process



Application Integration

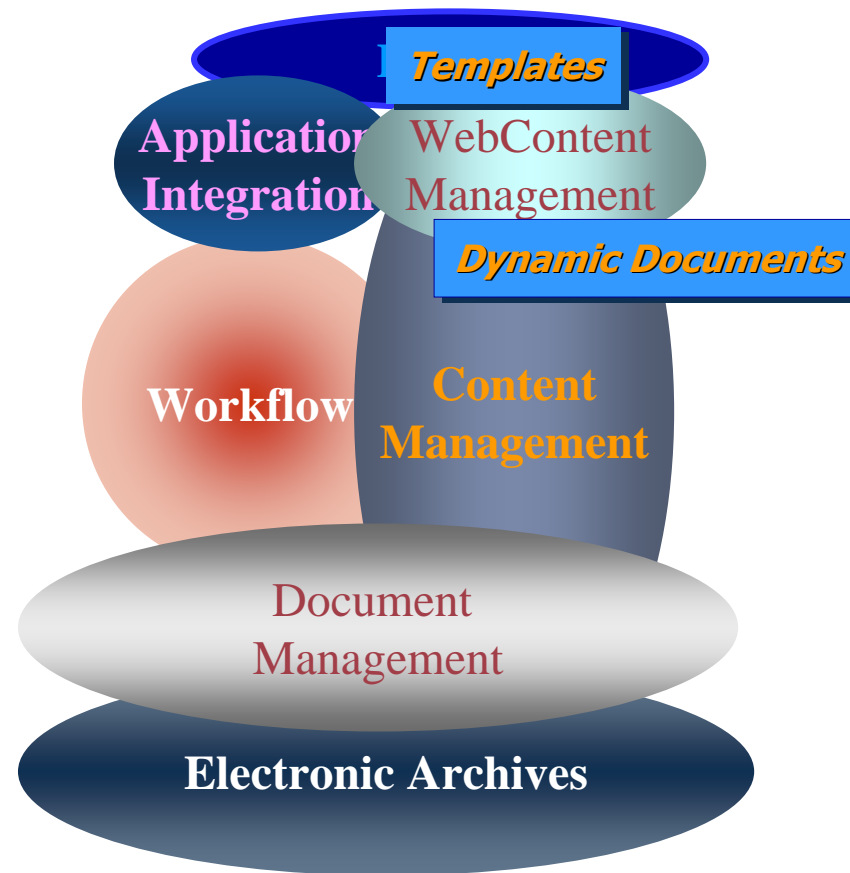
Connects content
(documents) to
Legacy Applications
(i.e. Nucleonica)



Web Content Management

WCM focusses on publishing information on a Website and Managing a Website

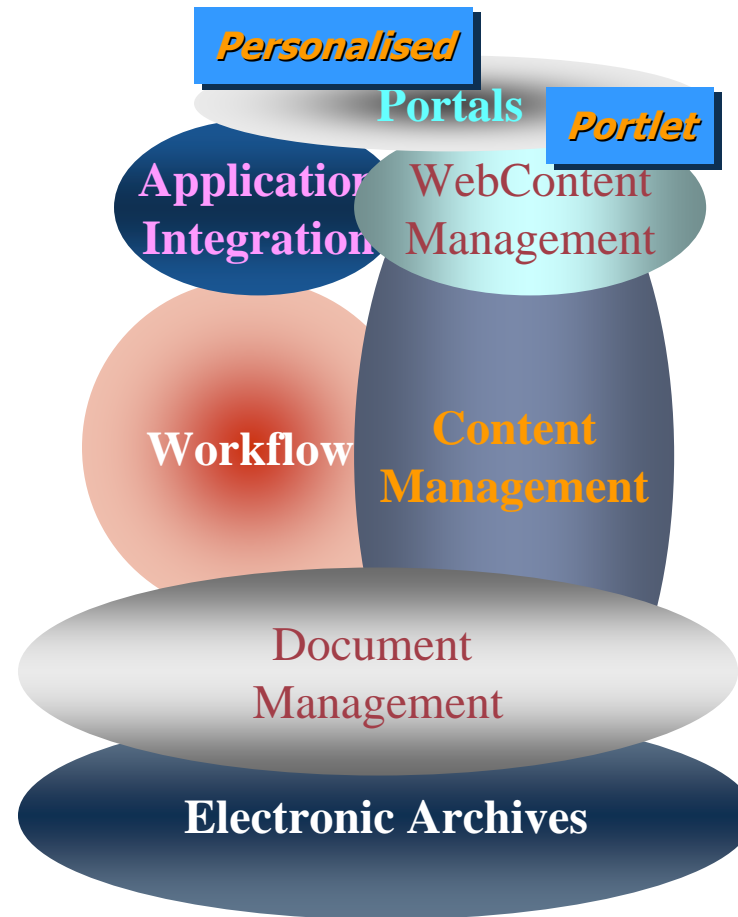
Web pages can be generated dynamically from content pieces



Portals

A Portal offers a single point of access for finding and managing information

Portlets:
Portal inside a Portal



Welcome to My Yahoo! - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Personal Bar Search Favorites

Address <http://my.yahoo.com/?myHome> Go Links

My YAHOO! Welcome to My Yahoo! - [Yahoo!](#) - [Help](#) - [Sign In](#) powered by  << roll over

See what's new on My Yahoo! Gossip Module Check it out!

Front Page friday - sep 20

Change Colors Choose Content Change Layout Add/Delete Pages [hide buttons]

Sign in to Yahoo!

Yahoo! ID:

Yahoo! Password:

☐ Remember my ID & Password

[Need help signing in?](#)

Free Personalized Content
My Yahoo! All in One Place!

Personalize it to your needs!

- My Yahoo! is everything you need on one page
- Check your stocks, mail, weather, sports scores, and movie listings on one page.
- [Take a tour of My Yahoo!](#)

Lead Photo Sep 20 5:58am PT

New on My Yahoo!

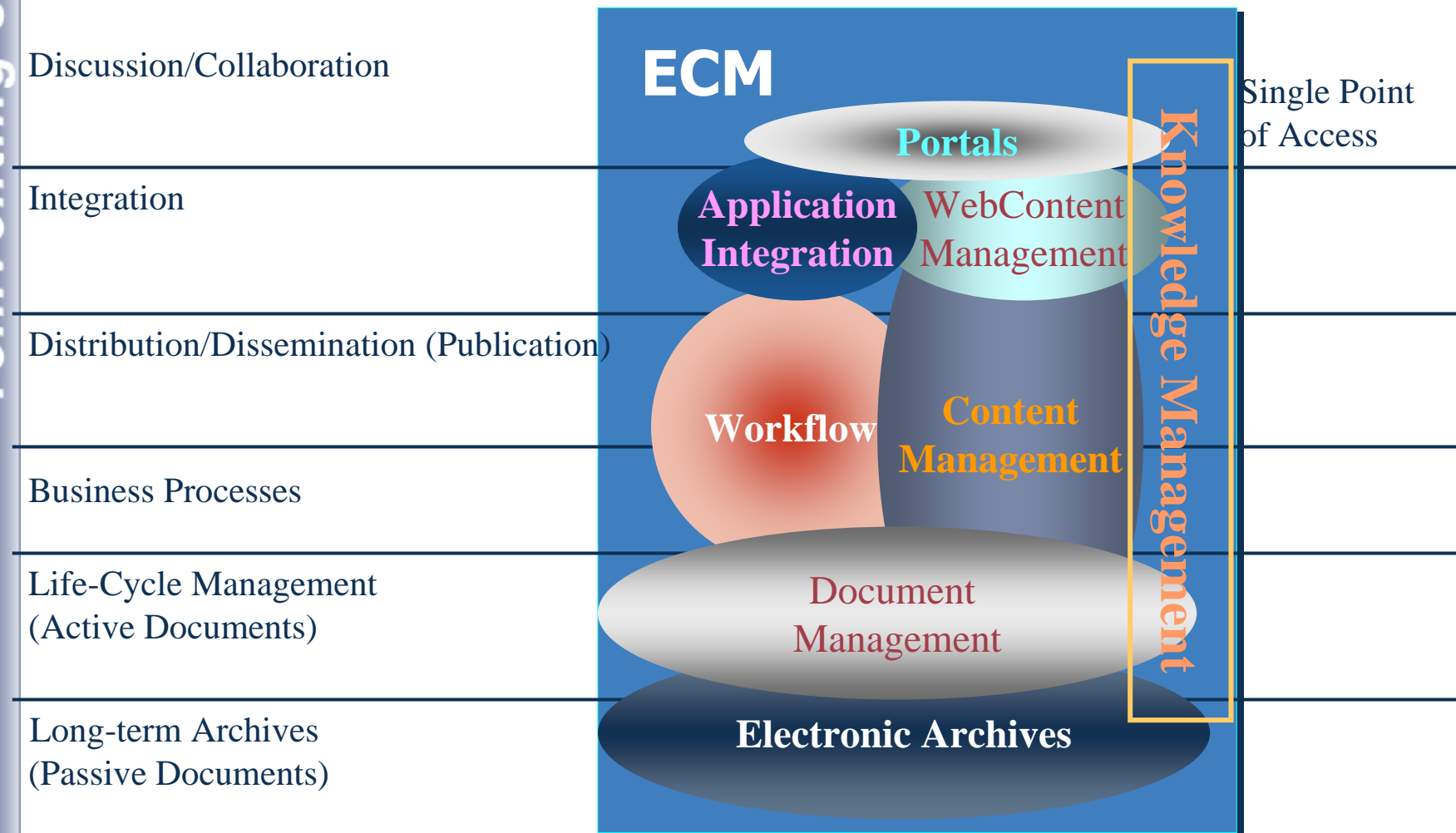
 [Wine of the Day](#)

 **[Bush Goes Head to Head with Russians on Iraq](#)**
An Iraqi soldier stands in front of the U.N headquarters in Baghdad, September 19, 2002. President Bush urged Congress to authorize military action against Iraq, warning the United Nations that Washington was prepared to go it alone, as Iraqi President Saddam Hussein accused

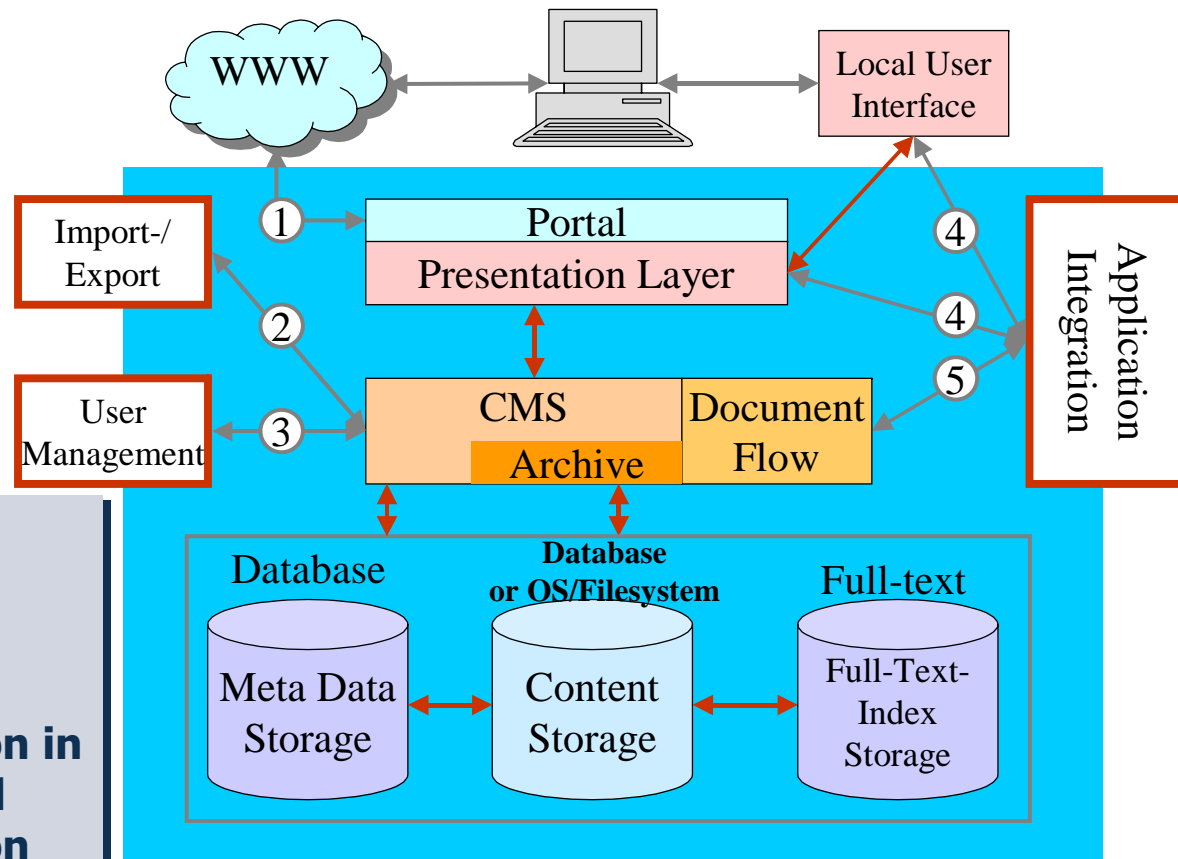
Internet

Enterprise Content Management

reinventing software



Technical Structure of ECM



- ① **Web-Interface (XML/XSLT)**
- ② **Bulk Import/Export**
- ③ **Interface to LDAP**
- ④ **Application Integration in user interface & portal**
- ⑤ **Application Integration in Workflow**

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Requirements

Input

Management

Output

Content Management

Input Mgmt:

- Email
- Files (Import)

Searching & Metadata

- Full-text
- Multilingual

Imaging

- OCR
- Viewing

Personalisation

Archiving & Retention

Notification

Repository

- Check-In/-Out
- Versioning
- Folders

Publishing

- MS-Office

Security

- Digital sign.
- LDAP
- SSL

Link Mgmt

Reporting

- Tracking
- Statistics

Workflow

Application Integration

Graphical WF Design

Ad-Hoc Workflow

Transactional Security

Loops

Roles

Reminders

Portal

Single Sign-On

Personalisation

LDAP

Portlets

Portability & Interoperability

- UNIX
- Oracle
- WebDAV
- MS-Office

Internationalisation & Localisation

- Unicode
- XML/XSLT

Development Features

- Java
- C++

Administration

- Backup
- User Mgmt

Scalability & Throughput

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CIRCA-BC Functions

Information Service.

- ▶ A private WEB space for the needs of the Interest Group. Different levels of access control are provided.

Library Service.

- ▶ A file repository storing the documents in a hierarchical structure. Users can navigate through the files using a user-friendly interface. Version Control and different levels of access control are provided.

Directory Service.

- ▶ Directory of Users (Members, Contacts), Roles and Organisations.

Events Service.

- ▶ Events and meetings announcement table. Virtual Meetings (chat-rooms) are also provided.

Newsgroups Service.

- ▶ Private forums with restricted access only to authorized members.

Workflow Service.

- ▶ A workflow tool available through CIRCA.

E-mail Service.

- ▶ E-mail Agent.

Search Service.

- ▶ Graphical User Interface that provides access to the application's search database.

Multilingual support

- ▶ for the Graphical User Interface and for the stored data for all services. Data stored in the application can be in any one of the existing ISO languages. Define language order and view the available documents according to that order.

Thank you for your attention!